DEVELOPMENT OF DATABASE AND BUSINESS REGISTRY FOR THE INFORMAL BUSINESSES AND STREET VENDORS

Terms of Reference

Duration and location assignment:	31 days, home based
Responsible Unit:	Strategy and Policy Unit
Time of assignment:	May 2020 to June 2020
Type of service:	Professional services

I. BACKGROUND

UNDP is the UN global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better and resilient lives . It works with individual countries on their own solutions to global and national development challenges. UNDP Lesotho is implementing its Country Programme (2019-2023) anchored on the Lesotho National Strategic Development Plan (NSDP II) the UNDAF (2019–2023) and guided by the UNDP Strategic Plan (2018–2021). The Programme comprises three pillars: (i) Governance, for Accountability, Social Cohesion and Stability; (ii) Sustainable and Inclusive Economic Growth and (iii) Environmental Sustainability, Climate Change and Resilience. In response to the COVID-19 pandemic, UNDP is also working with the government of Lesotho, development partners and other national stakeholders and development partners to support the national response.

As a response to the global pandemic of coronavirus 2019 (COVID-19), the Government of Lesotho is implementing measures for prevention and control of the spread of the virus, including a social distancing and country- wide lockdown and restriction of movements for non-essential movements. Operations for all non-essential activities were closed for a period of 6 weeks since March 29th, 2020. It is expected that these measures and the pandemic will have far reaching and wide impact especially economic stability and sustainability of businesses in the country. Challenges such as disrupted supply for essential goods, including food and medical supplies and reduced demand for key services are expected to affect SMEs operations especially in transport, tourism, manufacturing, and informal sector, leading to loss of loss of incomes and jobs.

In this regard, the Government of Lesotho has pronounced a broad policy response to support the hardest hit individuals and private sector. For the private sector, the government will provide credit guarantee facilities through local banks and once-off matching grants for SMMEs. Some of the emerging challenges for implementation of this programme is lack of a credible business register for informal businesses. The OBFC (One-stop Business Facilitation Centre) manages the national business register and issuance of licenses of some economic activities in collaboration with the Ministry of

Tourism and Environment and Ministry of **Agriculture** for specialised businesses. However, more than 80% of SMMEs are still operating informally as sole proprietorships.

As support to the Government of Lesotho (GoL), and in collaboration with the Ministry of Small Businesses and Khathangtema Baitsokoki, UNDP through the Lesotho Accelerator Lab and Enhancing Youth Empowerment Sustainable Development will support design and development of a register and database for informal businesses operators in Lesotho to ease access to development and access to support services to the sector. UNDP is therefore looking for a local consultancy firms or team of consultants to design and develop an online self-registration platform for the informal traders and street vendors in the country. This platform will assist GoL to deliver support services in response to the COVID-19 pandemic and ensure availability of up-to-date data to enable implementation of policies in support of the sector.

II.   OBJECTIVES OF THE ASSIGNMENT

The purpose of this assignment an easy to use platform for registration of informal businesses and street vendors, collating all necessary information and details as may be required by different stakeholders. The platform should be accessible both online and as an application to enable self-registration to be in line with the measures for prevention and control of COVID-19 for social distancing.

The overall outcomes expected from this project are:

1. To establish a business register and database for informal sector and street vendors in Lesotho.
2. To strengthcoordination and institutional capacity of relevant and responsible government ministries, street vendors associations and local authorities
3. To facilitate policy- and decision-making through collection and collation of critical data on SMMEs sector

III.   SCOPE OF THE ASSIGNMENT

Successful developers are expected to deliver the following tasks:

a) Provide an eye-catching, user-friendly, easy to navigate, and searchable mobile application for all platforms (Android and IOS). The mobile application should conform to major mobile application standards and be responsive on both mobile and tablet;
b) The mobile application should be secure enough and details of tools and technologies to be used must be provided, and reasons why the chosen combination is best suited for the said project. Developers must consider platform, security and usability while proposing a solution;
c) The platform should provide interfacing in both official languages English and Sesotho, using a self-translator module;
d) Links to communicate information with related stakeholders should be easily accessible and integrated where feasible. Key statistics to be availed (number of downloads, etc.)

IV.   EXPECTED TECHNICAL SERVICES

The developer will be expected to deliver the following:

1. **Software Design, Development and Security**

- Design and develop a user-friendly Android and iOS mobile app version of communities` real-time incident communication and reporting.
- A web administration panel with options to manage the Mobile Application data must be developed using latest combination of technologies.
- UNDP would prefer using open source development technologies to avoid any licensing cost.
- Clean coding standards and procedures compliance to user data privacy and protection.
- Apply security and vulnerability assessment on the all applications platforms and APIs.
- Frequent kknowledge sharing with the UNDP on ongoing development process.
- Release in Google Play and Apple App Store or Solution's Mobile Device Management and Mobile Application Management system.

2. Performance and Usability

- Good performance/Loading Speed. Speed of loading mustn't keep users waiting and having in mind the challenges of the Lesotho context of internet access;
- Once and if specific static information has been downloaded/checked through the mobile application, it must be available to the user offline afterwards.
- Must adhere to platform specific User Interface (UI) and User Experience (UX) standards provided by Apple and Google respectively.
- Mobile application must be designed to fit use by children as well as other persons with visual impairment or any other form of disability.
- The Mobile Application should be compatible with screen reader applications such as talk-back, voice-over, and other applications for persons with visual impairment, etc.
- Mobile application must be designed to fit use by children

3. Deployment and Maintenance

- Develop, maintain and provide technical assistance for debugging and other needs for the software application.
- Test and improve applications optimization for better performance.
- Give a brief training and demonstration on the use of the application to UNDP before overall deployment of the solution.
- Develop a manual user's guide.
- Produce documentation for requirements, prototypes, signoffs, coding and release management and sustainability of the end-product.
- Provide training to all relevant selected stakeholders to enable proper knowledge transfer that will be required to feed information about the solution
- Provide other services that may be required by UNDP and the stakeholders in relation to the promotion of the mobile application.
- Provide a sustainability model to achieve a long-term support for the platform.
- Post release monitor application performance, analysis, gather feedback, benchmark, re-design, release and manage the life cycle of the mobile applications.
- Produce monthly reports for mobile application performance and recommendations for improvements and updates.

4. Database

- Establish a database based on the prescribed variables, and that may be queried to generate reports

V. INSTITUTIONAL ARRAGEMENTS

The Street Vendor database and registry is commissioned by UNDP to assist GoL, local authorities, street vendor associations and all relevant stakeholders to generate real-time data and information on economic activities in the informal sector. The assignment will be implemented as a cocreation between UNDP, beneficiary street vendors associations, Ministry of Small Business Development, Bureau of Statistics, OBFC and the appointed developer.

- The team is answerable to the UNDP Deputy Resident Representative and will work with the designated Programme Unit for day-to-day engagement and delivery of this assignment. The Head of Experimentation – Lesotho Accelerator Lab is responsible for providing technical guidance and support to the team and management.
- UNDP will provide the overall leadership, monitoring and guide on requirements implementation and validation to the development of the registry and database.
- UNDP will work with the developer to engage relevant government and stakeholders to enable deployment
- Intellectual property: All information, title rights, copyrights and all other rights of whatever nature in any materials used or generated by the consultant and assets related to the mobile application will be exclusively property of UNDP. The development team must submit all source code and documentation to UNDP upon successful launch of the platform and end of maintenance period.
- For the duration of the platform and database development, the developer/s should commit to participation in organized consultation sessions and engage accordingly to obtain further user requirements for validation and evaluation of developed solution's milestones.
- The developer/s will be expected to provide required infrastructure and expertise necessary to deliver the assignment
- The developer/s should provide detailed one-year maintenance plans after the platform deployment, on platform's updates and upgrades required in cases of feature removals or additions, technological changes and ongoing security requirements.
- The developer/s will also provide any other necessary resources required which are otherwise not stipulated here in.

VI. EXPECTED DELIVERABLES AND DURATION OF WORK

The assignment will be delivered in two parts: technical development of the platform to be delivered in 30, and management and maintenance of the platform for 6 months. . In collaboration with UNDP and the project stakeholders the team will be expected to deliver the following:

Deliverable	No of Days	Approval
1. Inception report and platform design	10 days	**Accelerator** Lab team
2. Working Prototype	5 days	**Accelerator** Lab team, Small Business, Street Vendors Associations
3. Complete Working platform and database	5 days	**Accelerator** Lab team, Small Business, Street Vendors Associations
4. Training of the stakeholders on the use of the platform	10 days	**Accelerator** Lab, Ministry of Small Business, Street Vendors Associations
5. Management and maintenance of the system	6 months	Accelerator Lab, Ministry of Small Business, Street Vendors Associations
6. Final report/end of assignment report	1 day	Accelerator Lab

VII.   QUALIFICATION OF SUCCESSFUL OFFERERS

Educational Qualifications and Competencies

The company must have at least 3 team members with the following attributes:

Team Lead:
- A university qualification in software engineering and applications development
- A minimum of 5 years' experience in software and application development
- Proven experience in application development project and
- Proven understanding of Lesotho's development issues, especially related to technology

Supporting Team Members:
- University graduates or active students in Computer Science, IT or Engineering, data science and management studies
- A minimum of 3 years work experience in mobile apps development (Android, iOS, Windows Phone), website designing and management.
- Knowledge and proven experience in database management systems.
- Experience in user-oriented designs following guidelines and standards stipulated under UI and UX.

Core Values to Subscribe to
- Proven ability to work effectively with others - including in multicultural team – and strong interpersonal skills.
- Demonstrates integrity by modelling the UN`s values and ethical standards.
- Promotes the vision, mission and strategic goals of UNDP.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Treats people fairly without favoritism
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.
- Must not be or have been involved in any form of criminal activities.

- Experience working with international and/or regional organizations and clients of similar discipline.

Language
- An excellent command over English and Sesotho is required to develop the application in both languages.

VIII. Scope of Price Proposal and Schedule of Payments
- The financial proposal should be presented as a Lump Sum Amount –representative of payments closely linked to deliverables.
  - The lump sum amount must be "all-inclusive1"; and provide a breakdown consistent to the project deliverables
  - The contract price is fixed regardless of changes in the cost components;
  - UN's Daily Subsistence Allowance (DSA) rates prevailing at the time of sourcing, will be used for all travel related components.
- Payments will be scheduled as:

Payment milestone	Date	Payment
Inception Report and Platform Design	15 June 2020	15%
Working prototype	26th June 2020	50% %
Complete working platform and database design	15th July 2020	
Report: Deployment and Training	30th July 2020	20%
Maintenance and management Reports of the platform (6 months) beyond deployment Final Report	31st December 2020	15%

IX. SUBMISSION
Interested development companies should submit their applications using the specified templates and include the following:
- Technical proposal, including description on why they are the most suitable for the assignment and a methodology on how they will approach and complete the assignment.
- Professional profile, with at least three institutional references.
- CVs of developer/s indicating team leaders and team support, for development of the database and registry, indicating all experience from similar Projects, as well as the contact details (e-mail and telephone number);
- Financial proposal, with clear indication of contribution, as outlined in IX above.

X. CRITERIA FOR SELECTING THE BEST OFFER
- Successful individuals will be selected on the combined Scoring Methods- where the qualifications and methodology will be weighed a max. of 70% and combined with the price offer which will be weighted a max. of 30% broken down as follows:

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[1] *Same as above*

1) Technical Proposal (70%)
- o Expertise of the firm   10%
- o Proposed Methodology   50%
- o Personnel   40%

2) Financial Proposal (30%), to be computed as a ratio of the lowest price among the technically qualified proposals

XI.   ANNEXURES TO THE TOR

1) Concept note for the Business Registry Platform
2) Templates for technical proposal
3) Template for financial proposal

XII.   APPROVAL

This TOR is approved by: Christy Ahenkora   Signature   _____

UNDP Deputy Resident Representative

Date of Signing   20-May-2020